

MASSACHUSETTS DEPARTMENT OF PERSONNEL ADMINISTRATION

**CLASSIFICATION SPECIFICATION**

**I. PROGRAM COORDINATOR SERIES:**

Program Coordinator I 10  
Program Coordinator II 12 - ~~13. 14~~  
Program Coordinator III 14

**II. SUMMARY OF SERIES:**

Incumbents of positions in this series coordinate and monitor assigned program activities; review and analyze data concerning agency programs; provide technical assistance and advice to agency personnel and others; respond to inquiries; maintain liaison with various agencies; and perform related work as required.

The basic purpose of this work is to coordinate, monitor, develop and implement programs for an assigned agency.

**III. ORGANIZATIONAL LEVELS:**

1. Program Coordinator I is the first-level supervisory job in this series.
2. Program Coordinator II is the second-level supervisory job in this series.
3. Program Coordinator III is the third-level supervisory job in this series.

**IV. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:**

1. Coordinates and monitors assigned program activities in order to ensure effective operations and compliance with established standards.
2. Reviews and analyzes data concerning assigned agency programs in order to determine progress and effectiveness, to make recommendations for changes in procedures, guidelines, etc. and to devise methods of accomplishing program objectives.

3. Provides technical assistance and advice to agency personnel and others concerning assigned programs in order to exchange information, resolve programs and to ensure compliance with established policies, procedures and standards.
4. Responds to inquiries from agency staff and others in order to provide information concerning assigned agency programs.
5. Maintains liaison with various private, local, state and federal agencies and others in order to exchange information and/or to resolve problems.
6. Performs related duties such as attending meetings and conferences; maintaining records; and preparing reports.

**V. DIFFERENCES BETWEEN LEVELS IN SERIES:**

1. Program Coordinator II:

Incumbents of positions at this level and higher also:

1. Provide on-the-job training and orientation for employees.
2. Develop and implement procedures and guidelines to accomplish assigned agency program objectives and goals.
3. Review reports, memoranda, etc. for completeness, accuracy and content.
4. Confer with management staff and other agency personnel in order to determine program requirements and availability of resources and to develop the criteria and standards for program evaluation.
5. Evaluate program activities in order to determine programs and effectiveness and to make recommendations concerning changes as needed.

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2. Program Coordinator III:

Incumbents of positions at this level also:

1. Develop and implement standards to be used in program monitoring and/or evaluation.
2. Oversee and monitor activities of the assigned unit.
3. Confer with management staff and others in order to provide information concerning program implementation, evaluation and monitoring and to define the purpose and scope of proposed programs.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with agency staff, various local, state and federal agency personnel and the public.

VII. SUPERVISION RECEIVED:

1. Program Coordinator I:

incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 professional, technical, administrative and/or other personnel; and may exercise functional supervision (i.e., over certain but not all work activities, or over some or all work activities on a temporary basis) over 1-5 professional, technical, administrative and/or other personnel.

2. Program Coordinator II:

incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 professional, technical, or administrative personnel; and indirect supervision (i.e., through an intermediate level supervisor) over 1-5 professional, technical, administrative and/or other personnel.

3. Program Coordinator III:

incumbents of positions at this level exercise direct supervision (i.e., not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 professional personnel; and indirect supervision (i.e., through an intermediate level supervisor) over 6-15 professional, technical, administrative and/or other personnel.

IX. WORKING CONDITIONS:

Program Coordinators work in a typical office environment with no unusual working conditions and may be required to travel for job-related purposes.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Knowledge of the principles and practices of human resource management, including behavioral techniques, planning, forecasting, organizational development, etc.
2. Knowledge of work simplification methods.
3. Knowledge of the methods used in the preparation of charts, graphs and tables.
4. Knowledge of the methods of general report writing.
5. Ability to understand, explain and apply the laws, rules, regulations, policies, procedures, etc. governing assigned unit activities.
6. Ability to analyze and determine the applicability of data, to draw conclusions and make appropriate recommendations.
7. Ability to gather information by examining records and documents and by questioning individuals.
8. Ability to assemble items of information in accordance with established procedures.
9. Ability to determine proper format and procedure for assembling items of information.
10. Ability to maintain accurate records.

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11. Ability to prepare and use charts, graphs and tables.
12. Ability to prepare general reports.
13. Ability to write concisely, to express thoughts clearly and to develop ideas in logical sequence.
14. Ability to follow written and oral instructions.
15. Ability to give written and oral instructions in a precise, understandable manner.
16. Ability to communicate effectively in oral expression.
17. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.
18. Ability to establish rapport with others.
19. Ability to establish and maintain harmonious working relationships with others.
20. Ability to deal tactfully with others.
21. Ability to adjust to varying or changing situations to meet emergency or changing program requirements.
22. Ability to exercise sound judgement.
23. Ability to exercise discretion in handling confidential information.

Based on assignment, the following additional qualifications may be required at hire:

1. Ability to operate a motor vehicle.

Additional qualifications required at hire for Program Coordinator II and higher positions:

1. Knowledge of the principles, practices and techniques of supervision.

Additional qualification required at hire for Program Coordinator III positions:

1. Ability to coordinate the efforts of others in accomplishing assigned work objectives.

**XI. QUALIFICATIONS ACQUIRED ON JOB AT ALL LEVELS IN SERIES:**

1. Knowledge of the laws, rules, regulations, policies, procedures, specifications, standards and guidelines governing assigned unit activities.
2. Knowledge of the organizational structure and functions of the assigned agency.
3. Knowledge of the proper procedures for making and receiving agency telephone calls.
4. Knowledge of the types and uses of agency forms.

Based on assignment, the following additional qualifications may be acquired on the job:

1. Knowledge of the laws, rules and regulations governing the state personnel system.
2. Knowledge of state budgetary procedures relating to positions, salaries and personnel services.
3. Knowledge of the laws, rules, policies and procedures governing federal grant administration.
4. Knowledge of state procedures governing the purchasing and requisition of supplies and equipment.
5. Knowledge of state accounting and budgetary procedures including terminology.

Additional qualifications acquired on job in Program Coordinator I positions:

1. Knowledge of the principles, practices and techniques of supervision.

**XII. MINIMUM ENTRANCE REQUIREMENTS:**

1. Program Coordinator I:

Applicants must have at least (A) two years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration, the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- a. A Bachelor's or higher degree with a major in business administration, business management or public administration may be substituted for the required experience.\*
- b. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.\*

\* Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

2. Program Coordinator II:

Applicants must have at least (A) three years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration, the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- a. A Bachelor's or higher degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the required experience.\*
- b. A Graduate degree with a major in business administration, business management or public administration may be substituted for the required experience.\*
- c. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.\*

\* Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

3. Program Coordinator III:

Applicants must have at least (A) four years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration, the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) of which at least one year must have been in a supervisory capacity, or © any equivalent combination of the required experience and the substitutions below.

Substitutions:

- a. A Bachelor's or higher degree with a major in business administration, business management or public administration may be substituted for a maximum of two years of the required (A) experience.\*
- b. A Graduate degree with a major in business administration, business management or public administration may be substituted for a maximum of three years of the required (A) experience.\*

c. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required (A) experience.\*

\* Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Note: No substitutions will be permitted for the required (B) experience.

**XIII. SPECIAL REQUIREMENTS:**

Based on assignment, possession of a current and valid Massachusetts Class 3 Motor Vehicle Operator's license may be required.

Occupational Group 12

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